

Section VI
2016 Department on Aging
Program/Service Guidelines

Service Delivery Guidelines

Applicants for Department on Aging funding to provide **Services to Native American/American Indian Elderly** during 2016 must comply with and incorporate the following guidelines.

Where indicated in **bold type**, applicants must include a description of how they will meet specific guidelines in the indicated section(s) of Exhibit I, Description of Proposed Programs and Services.

1. Program Activities

- a. Applicants must clearly describe their proposed programs, services and activities, including days and hours of operation, number of persons to be served, and the facilities in which these programs, services and activities will be provided. **(Include in Section 2.0 of Exhibit I)**
- b. Applicants must clearly describe how their proposed programs, services, and activities will assist Milwaukee County's Native American/American Indian older adults with the greatest economic and social need, as defined by the Older Americans Act of 1965, As Amended. The Act defines these terms as follows:
(Include in Section 2.0, 2 E of Exhibit I)

"The term 'greatest economic need' means the need resulting from an income level at or below the poverty levels established by the Office of Management and budget."

"The term 'greatest social need' means the need caused by non-economic factors which include physical and mental disabilities, language barriers, and cultural, social, or geographical isolation that are caused by racial or ethnic status which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently."

- c. Applicants must describe how they will publicize the availability of needed health and social services to Native American/American Indian older adults in Milwaukee County and assist such persons in accessing these services.
(Include in Section 2.0, 8 B of Exhibit I)

- d. Applicants must demonstrate knowledge of information and assistance programs and emergency services likely to be needed by elderly participants.
- e. Applicants must provide a copy of a written plan providing for the safety of program participants in the event of a fire, natural disaster or other life-threatening situation. **(Include in Appendix 8 to Exhibit I)**
- f. The provider of this service must be willing to coordinate their activities with those of other agencies and groups providing services to Milwaukee County's older adults.
- g. Applicants must be willing to perform other activities that may be mutually agreed upon and included in a Department on Aging contract.
- h. Applicants are encouraged, with the consent of clients or client's representatives, to bring to the attention of appropriate officials conditions that place clients in danger.

2. Required Programs, Services and Facilities

- a. The provider of this service must provide the following activities and services on a weekly basis:
 - 1. To develop, promote, and maintain recreational, social, cultural, educational programs designed to lessen the isolation of Native American/American Indian older adults and older adults of diverse tribal backgrounds.
 - 2. Serve three hot meals in a congregate setting. Such meals must meet or exceed the standards required by the Milwaukee County Senior Meal Program specifications for catered meals.
 - 3. Outreach activities to identify vulnerable and isolated or homebound Native American/American Indian older adults having the greatest economic or social need, determining the specific services they need and referring them to appropriate agencies for service; where necessary, assisting clients in obtaining needed services and following up to see if the needed services have been provided. Outreach services also include, recruiting, and training volunteers to provide needed services.
 - 4. Coordinate Information and Assistance to older persons seeking to obtain social services from MCDA or other social service agencies.
- b. The provider of this service must have suitable facilities in which to provide their proposed programs and services, including the ability to secure all necessary

licenses. All facility programs funded under a Department on Aging contract must meet all state and local fire, health, building and safety codes and be regularly inspected by officials authorized to enforce these codes.

- c. Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of emergency.

3. Center Operations and Maintenance

- a. Operation and maintenance of a senior center consists of performing all tasks necessary to insure the health, safety and comfort of center participants and staff, and the general maintenance of the center's building, grounds and physical plant in accordance with state and local codes. These tasks include, but are not limited to: regular cleaning, lawn care, and snow removal, and the maintenance of all heating, ventilation, air conditioning, plumbing, and electrical equipment in accordance with state and local codes and manufacturers' specifications.
- b. The provider must make sure that the senior center is in full compliance with the Americans with Disabilities Act, that there are no physical or social barriers that would impede frail and disabled seniors from accessing and participating in programs.
- c. Required tasks also include making minor building, landscaping, and equipment repairs to the extent that available funding allows consistent with the provision of required programs and services at the center.
- d. The provider must at all times maintain the senior center in a condition that meets all state and local fire, health, building, and safety codes, and arrange for the center to be regularly inspected by officials authorized to enforce these codes, including the posting of the emergency evacuation plan for each center in an area where it can be easily seen by staff and members.
- e. Applicants must clearly demonstrate the ability to comply with these requirements before a contract will be executed.

4. Program Goals and Objectives

Applicants must specify measurable program objectives and outcomes, and the methods and time frame to achieve these objectives. The objectives should relate to the proposed programs and services. The methods should specify the operational or quantitative steps to accomplish the objectives and measure the outcomes. The time frame should indicate when the goals and objectives would be completed. **(Include in Section 2.0, 2 F of Exhibit I)**

5. Performance Outcomes:

Provider will be required to implement and measure the following outcomes in 2016. The outcomes along with implementation guidelines and measures must be stated in the proposal.

The assigned 2016 outcome for this program is that 85% of the members surveyed will feel welcomed at the centers and will rate the programming, activities, and services at the senior centers at four or better on a five point scale. This will be measured by an annual survey. The provider will be responsible for distributing the survey as well as collecting and reporting the results to MCDA contract staff.

The second outcome for 2016 is that at least 20% of members participate in one health and wellness related program, activity, or event per month in 2016.

6. Unacceptable Program Activities

- a. Activities that violate the terms of a Department on Aging contract or Program/Service Guidelines.
- b. Activities that might discourage any Native American/American Indian elders from using the program based on their tribal affiliation.

7. Initiation of and Termination of Services

- a. Services will be initiated upon the request of an eligible Milwaukee County older adult or from an agency that serves older adults.
- b. Services will be terminated when determination is made that service is no longer needed.

8. Eligible Clients

- a. Clients must be 60 years of age or older and live within Milwaukee County, or 45 years of age if Native American/American Indian native.
- b. Priority must be given to low income or frail Native American/American Indian older adults having the greatest economic or social need as defined by the Older Americans Act of 1965, as amended.
- c. Priority for service must be given to current clients of this program. Preference will be given to applicants able to guarantee continuity of services to current clients. Applicants must clearly describe how they will guarantee continuity of services to current clients. **(Include in Section 2.0, 2 A of Exhibit I)**

9. Identification of Clients

Applicants must clearly describe how they will identify eligible clients for this program.
(Include in Section 2.0, 2 A of Exhibit I)

10. Follow up of Client Referrals

a. Applicants must clearly describe how they will follow up on clients referred for services to other programs to determine:

1. Whether the service was performed to the client's satisfaction.
2. Whether the client requires other services that may be available in the community or through the Department on Aging.

(Include in Section 2.0, 8 A of Exhibit I)

b. All follow up activities must be documented in the agency's referral log or other appropriate record.

11. Program Personnel, Training and Equipment

a. Applicants must submit job descriptions for all personnel employed in this program. These descriptions must include: job title; duties to be performed; number of hours to be worked each week; amount of annual salary; form of compensation, i. e. hourly, salary, etc. and source of compensation. **(Include in Appendix 1 to Exhibit I)**

b. Recognition will be given to applicants who employ Native American/American Indian older adults, age 45 or older, in the provision or administration of services.

c. Applicants must clearly describe how personnel who provide services to Native American/American Indian elderly will receive specialized training in the needs of Native American/American Indian older adults.
(Include in Section 2.0, 3 C of Exhibit I)

d. At least one staff person directly involved with program participants must be currently certified in first aid and cardio-pulmonary resuscitation.
(Include in Appendix 9 to Exhibit I)

e. As part of on-going training, all personnel employed in this program must participate in regular staff meetings to keep informed of overall program activities and developments.

- f. Personnel paid wholly or in part under a Department on Aging contract must spend a percentage of their time on contract related activities equal to the percentage of their compensation paid with Department on Aging funds.

12. Program Organization and Administration

- a. Applicants must clearly identify the individual(s) within the program and/or agency who will be:
 - 1. Responsible for overall administration of the program.
 - 2. Authorized to sign required reports and other documents.
 - 3. Authorized to receive checks.
 - 4. Responsible for fiscal and budgetary matters.
 - 5. Responsible for handling client complaints.

(Include in Appendix 10 of Exhibit I)

- b. Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

- (1) General liability,
- (2) Automobile liability,
- (3) Worker's compensation, including a waiver of subrogation;
- (4) Employee dishonesty; and
- (5) Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.

The provider of this service must maintain property and theft insurance in amounts deemed satisfactory by the Department on Aging on all equipment purchased with funds granted by Milwaukee County.

(Include in Section 2.0, 6 B of Exhibit I)

- c. The provider of this service must maintain written records listing all expenditures and all activities funded each month under a Department on Aging contract. The record shall include the type and amount of each expenditure and the number of persons served by each activity.

13. Contributions

The provider of this service must give all Department on Aging clients the opportunity to make voluntary contributions toward the cost of the services they receive in accordance with Department on Aging policies. Provider should specify a contribution policy. **(Include in Appendix 7 to Exhibit I)**

14. Reimbursement

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

15. Billing and Reporting

Using forms provided by the Department on Aging, the provider must submit to the Department on Aging by the fifth working day of each month reports indicating the previous month's expenditures and the services provided under this program.

All providers will be required to implement the National Aging Program Information System (NAPIS), to fulfill state and federal reporting requirements.

16. Coordination with Required Training and Senior Center Director's Round Table

Applicant agrees to designate staff person(s) who will participate in any training required by the Department on Aging to enhance and update the knowledge base in order to effectively provide service to the older adult population. Applicant must participate in all Senior Center Round Table meetings to learn about beneficial information and to collaborate and share with other senior centers countywide.

17. Compliance with State Requirements for Food Safety and Sanitation

Providers of this service who prepare meals on-site must comply with Wisconsin Statutory requirements for Food Safety and Sanitation. Providers must submit a copy of the state certification to the Department on Aging no later than January 1, 2016. To comply, the provider must have a trained and certified person on the premises where food is prepared and cooked who has completed a state approved food safety and sanitation course and a test for certification. To obtain information about the required course, examinations, and other certification requirements, contact the Wisconsin Restaurant Association, Milwaukee Area Technical College or the Elderly Nutrition Program Coordinator.

The contract for this program will be awarded for the period January 1, 2016 to December 31, 2016. At the option of the Department on Aging, and with the agreement of the provider, this contract may be extended for one additional calendar year without a Request for Proposal. This extension will be contingent on satisfactory performance by the Provider, sufficient funding, and approval by the Milwaukee County Board of Supervisors.